Military OneSource Overview

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Relationship Manager

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Military OneSource Mission

Military OneSource offers free, convenient, 24/7 access to confidential resource and referral support for service members and their families in order to improve the quality of their lives and the effectiveness of the military community.

Overview

- 24-hour worldwide service, every day
  - Telephone, Face to Face, Online
- Private
- No cost
- Solution-focused
- Objective, experienced, real people
- Extension of existing installation services

Military OneSource Program

One-Stop Shopping for Service Members and Family Members

Information and Referral to Military and Civilian Resources and Counseling Services*

Service Members, Family Members

Multiple Access Points

Online

Call Centers

Interaction with Outreach

Email

Fax, TTY/TDD, Postal

Military OneSource Call Center Operations *(24x7x365)*

Call Center – Arlington

Call Center – Philadelphia

Call Center – St. Petersburg

WWRC

JFRC

Spouse Career Counseling Call Center

Military OneSource Counseling Services** *(A Complement to DoD's MFLC Services)*

Face to Face Non-Medical Counseling – Short Term Solution Focus (STSF) Model

Online Counseling Services – STSF

Telephonic Counseling Services – STSF

Financial Counseling Services

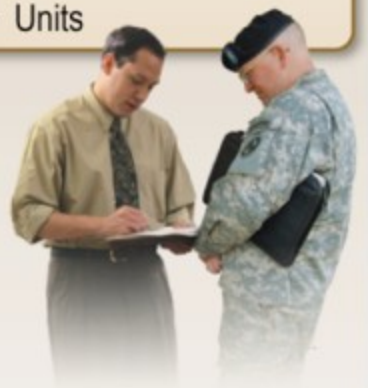
- Face to Face
- Telephonic
- Online

Health Coaching Services

Military OneSource Outreach Services

Relationship Managers – Support to:

- Commands
- Installations
- Units



JFSAP Consultants

* Resources coordinated with DoD and Service Branches

** All counseling services IAW currently established with DoD and Service Branch protocols

MOS_005v7ALT

Range of Support

Face-to-Face Counseling Referrals

- Available in U.S., Puerto Rico, & the Virgin Islands
- Up to twelve non-medical consultations in the community with licensed counselors.
- Affiliate Provider Network covers 100% of identified military installation and Guard/Reserve locations
- Short-term, non-medical counseling
  - Family or couples concerns
  - Adjusting to deployment or reunion
  - Grief counseling
  - Stress management

Face-to-Face Financial Counseling

Referrals for short-term, solution-focused financial counseling at no cost to the user

- Services provided by Certified Consumer Credit Counselors through the National Foundation for Credit Counseling (NFCC)
- Face-to-face consultations available within the United States for anyone eligible for Military OneSource services
- Telephonic consultations available *regardless of location*
- Consultations are typically 45 - 60 minutes long and held during regular business hours
- Up to 12 consultations per issue within a 12-month period.
- Additional referrals to in-person or telephonic financial counseling can be provided by MOS consultants when appropriate

STSF-Telephonic & Online Consultation

- Up to twelve non-medical, scheduled, telephonic or online sessions with Short-term Solution-Focused (STSF) trained mental health professionals
- Online sessions conducted in a secure online chat environment
- Issues: Adjustment to situational stressors, decision-making, stress management, communication, parenting skills
- Alternative support for OCONUS and remote locations

Healthy Habits Health Coaching

Telephonic and online coaching from an experienced, dedicated health coach

- Weight Management *(iCanChange)*
- Teen Weight *(iCanAchieve)*
- Stress Management *(iCanRelax)*
- Cardiovascular Health *(iCanThrive)*

- Toolkit with an educational workbook and other items provided
- Healthy Habits Website with online tools and educational materials
- Access program by completing online health assessment at www.MilitaryOneSource.com or calling to request enrollment
- Health coach makes contact within three business days.
- Number of coaching sessions vary according to need - average 7
- Active Duty, National Guard and Reserve service members and their family members are eligible, regardless of activation status

YMCA Memberships and Respite Child Care

- YMCA memberships for eligible military families and personnel who may not have access to a nearby military facility
- Available in the United States and Puerto Rico for Active Duty (Title 10) status personnel and their families
- Up to 16 hours per month of respite child care per child at YMCA facilities for eligible families in DOD approved states
- Membership assistance at local fitness facilities (e.g. Gold's Gym/Bally's, etc) for single active duty personnel at independent duty stations is also available for entire command units
- **Call or visit www.MilitaryOneSource.com for complete eligibility requirements and registration information**

Specialty Services

Specialty Consultations

- Financial counseling
- Education (college & general)
- Spouse employment/ Career Advancement Account referrals
- Adoption
- Child care/nanny
- Special needs
- Health & Wellness
- Adult disability
- Elder care

Document translation

- Official documents
- Over 150 different languages
- Certified & notarized when needed

Simultaneous interpretation

- In support of a Military OneSource consultation as needed
- Over 170 languages
- 24/7 availability

Spouse Education and Career Programs

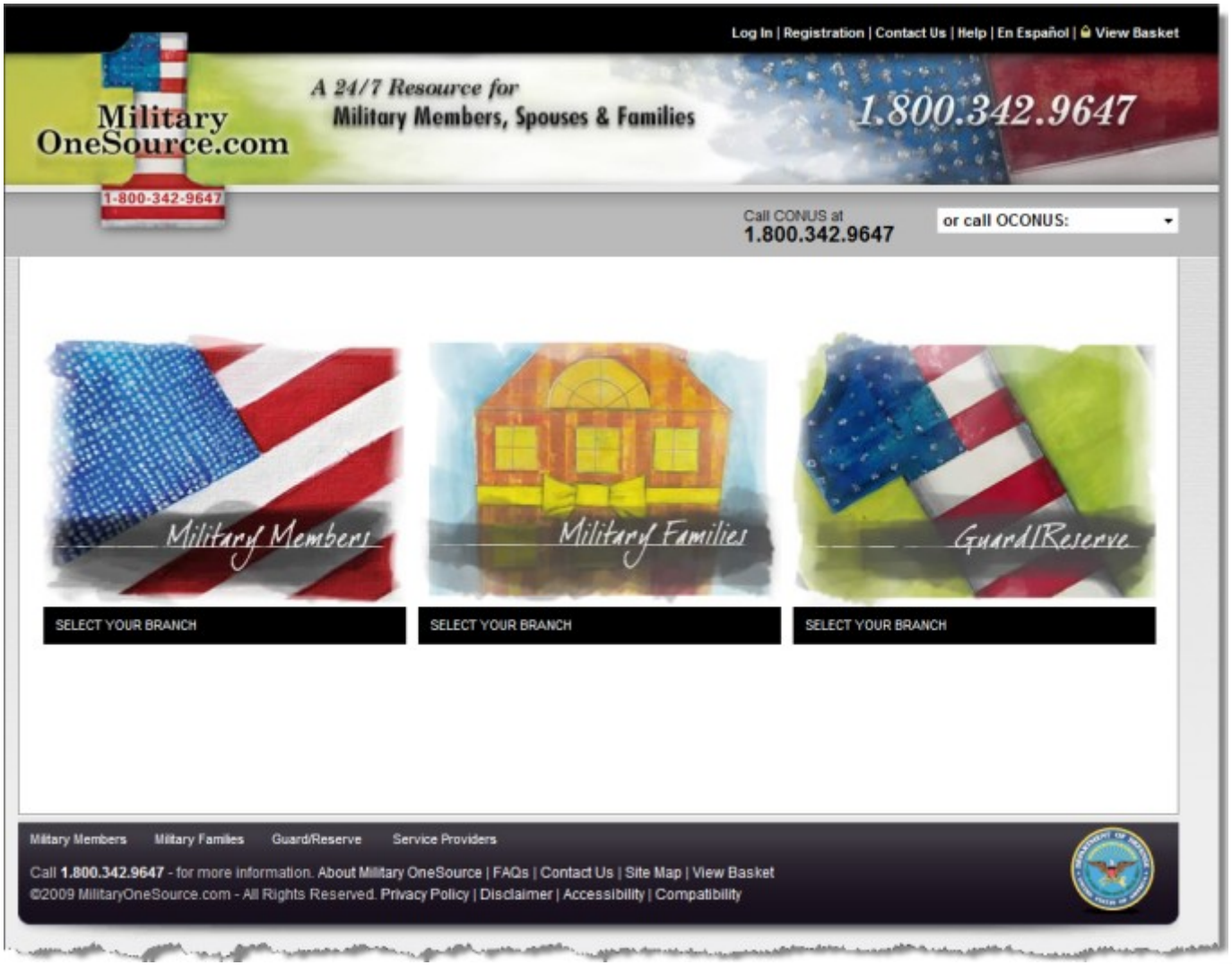
- Telephonic consultation with trained education and career advisors
- Spouse Career Advancement Account screening and referral to Education Service Officer for application process
- Education and career goal identification and evaluation
- Aptitude test planning
- Identification of portable career fields
- Research on compensation, training, and education requirements for various careers
- Educational resources and associated costs
- Career credentialing and licensing information (including state requirements)

Wounded Warrior Resource Center

Wounded Warrior specialists provide personal assistance in many areas:

- Everyday issues such as counseling, child care, etc.
- Information on VA benefits and other entitlements
- Health care services
- Military facilities concerns

www.MilitaryOneSource.com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Military OneSource.com
1-800-342-9647
A 24/7 Resource for
Military Members, Spouses & Families
1.800.342.9647
Call CONUS at
1.800.342.9647
or call OCONUS:
Military Members
Military Families
Guard/Reserve
SELECT YOUR BRANCH
SELECT YOUR BRANCH
SELECT YOUR BRANCH
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Military Families
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Military OneSource.com
A 24/7 Resource for Military Members, Spouses & Families
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About
Find Information
Tools
Online Community
Search Military OneSource
Search
Private Help 24/7
Call and Talk Anytime
1.800.342.9647
or call OCONUS:
E-mail AND GET ANSWERS
Schedule an Appointment FOR HELP AT YOUR CONVENIENCE
Bursting with Pride! Blogs of interest
TroopTube
MILITARY INSTALLATIONS
PLAN my MOVE
ARMY OneSource
BLOGBRIGADE
WHAT CAN MILITARY ONESOURCE DO FOR YOU?
Military OneSource is a valuable tool for military members and their families. To see some of the valuable features that Military OneSource has to offer, view this page for an overview.
When Your Spouse is Deployed
When your spouse is deployed you face extra challenges. Let our Military OneSource experts help you make it through with confidence.
Managing the Emotional Cycle of Deployment When Your Spouse is Deployed
Staying in Touch When Your Service Member is Deployed
Books and Resources for Children About Deployment
These Boots CD
When your spouse deploys, the challenges can seem overwhelming. On this free CD, journalist and military spouse
Links
Army
Are You New to the Army?
Army
Army Career and Alumni Program
Army Families Online: Army Well-Being
More »
All Military
AAFES
America Supports You
American Red Cross
Be Ready, Homeland Security
DeCA
More »
Resources

- Email-a-Consultant
- Search & decision tools
- Online workshops
- Discussion boards
- Pod casts
- Self-assessment tools & quizzes
- Military resource links
- Educational materials

TroopTube

TroopTube
sign in | sign up | upload | help
HOME
ALL VIDEOS
FEATURED VIDEOS
CONTACT US
Search
UPLOAD
Welcome to TroopTube by Military OneSource
TroopTube is the new online video site designed to help military families connect and keep in touch while miles apart. The site is designed for easy use, so you can quickly upload videos and share the simple joys of each day with each other. Sign up today and begin sharing videos by clicking here. Already have a TroopTube account? Sign in here.
APRIL IS THE MONTH OF
THE MILITARY CHILD
Upload videos celebrating military children today!
Military OneSource is an authorized Department of Defense program for Active Duty, Guard, Reserve and their families.
Videos of the Day
"Coming Home: Military Families Cope with Change" AIRS APRIL 1st
Hannah Peekaboo
Hannah playing peekaboo with her sippy cup
Sign In
not registered?
USERNAME:
PASSWORD:
Remember Me
Sign in
forgot username?
forgot password?
MICHELLE OBAMA in
BURSTING WITH PRIDE
VIEW FIRST LADY
SUPPORTING MILITARY FAMILIES
Military OneSource.com
A 24/7 Resource for
Military Members, Spouses & Families

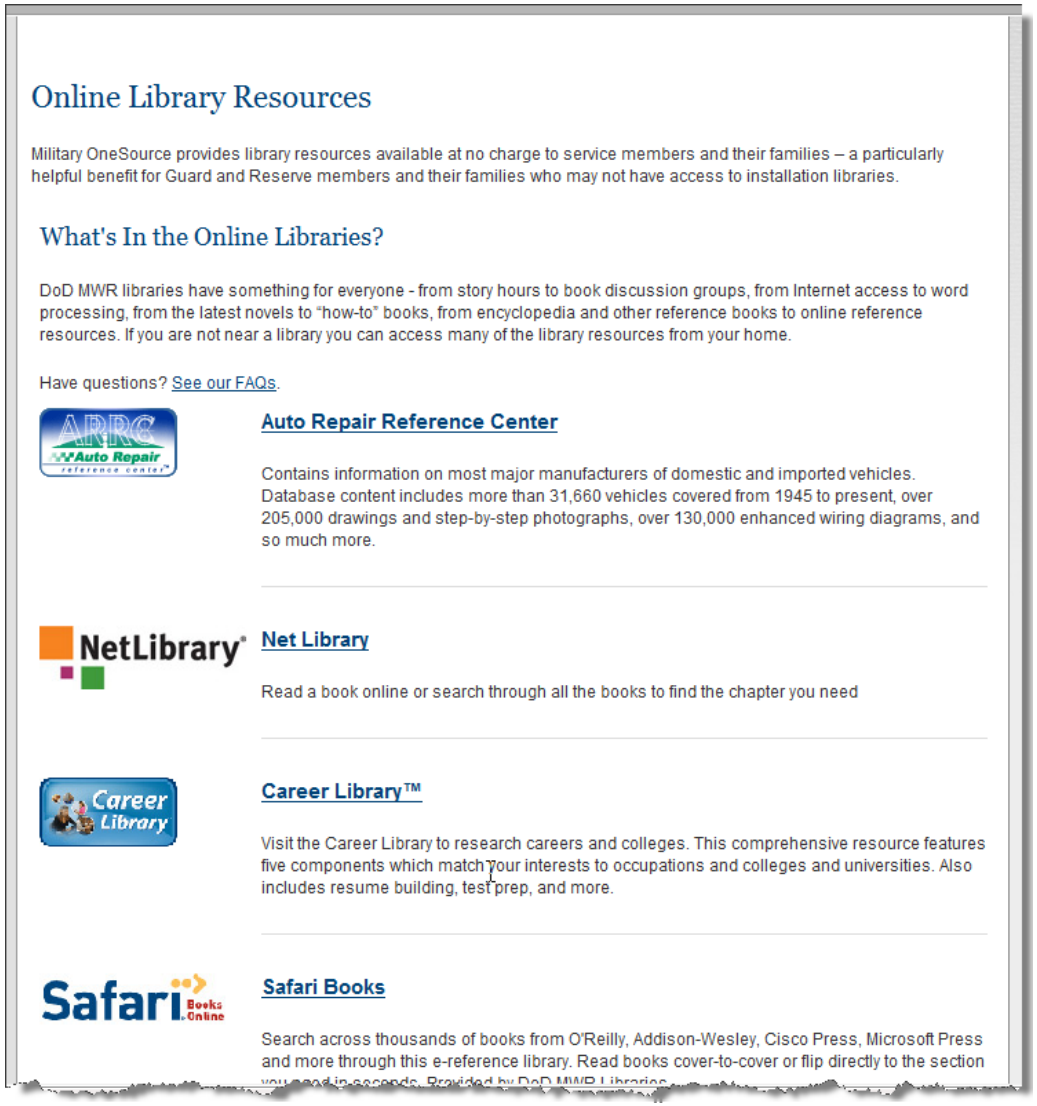
- Web site where users can share their videos with family members and the community.
- Content is created *by* troops and their families *for* troops and their families.
- All videos are screened before posting to ensure they are appropriate.

DoD Library

Online Library Resources

Links to electronic databases, e-books, and audio books.

- Electronic books (Safari , NetLibrary, My iLibrary)
- TumbleReadables online books for kids K-12
- Prep for standardized tests like the SAT, ACT, GRE, and CLEP
- Customized college and distance-learning searches
- Home Improvement Center
- Auto Repair Reference Center



Online Library Resources

Military OneSource provides library resources available at no charge to service members and their families – a particularly helpful benefit for Guard and Reserve members and their families who may not have access to installation libraries.

What's In the Online Libraries?

DoD MWR libraries have something for everyone - from story hours to book discussion groups, from Internet access to word processing, from the latest novels to "how-to" books, from encyclopedia and other reference books to online reference resources. If you are not near a library you can access many of the library resources from your home.

Have questions? See our FAQs.

Auto Repair Reference Center

Contains information on most major manufacturers of domestic and imported vehicles. Database content includes more than 31,660 vehicles covered from 1945 to present, over 205,000 drawings and step-by-step photographs, over 130,000 enhanced wiring diagrams, and so much more.

Net Library

Read a book online or search through all the books to find the chapter you need

Career Library™

Visit the Career Library to research careers and colleges. This comprehensive resource features five components which match your interests to occupations and colleges and universities. Also includes resume building, test prep, and more.

Safari Books

Search across thousands of books from O'Reilly, Addison-Wesley, Cisco Press, Microsoft Press and more through this e-reference library. Read books cover-to-cover or flip directly to the section

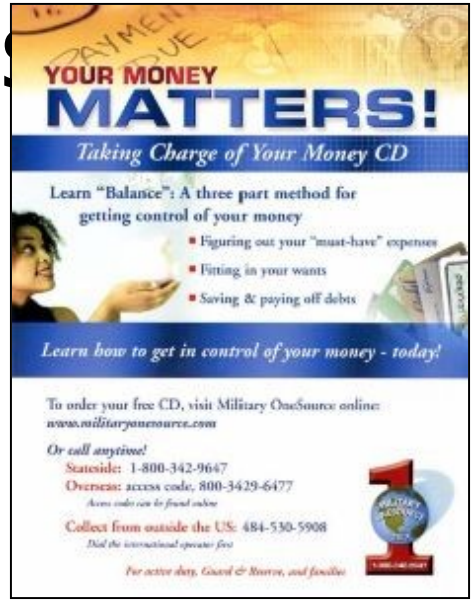
Educational Materials

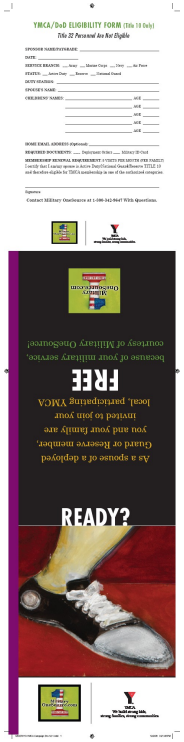
Being a Dad
Talking with Children about Violence and War
On your own
A guide to work and life in the real world
These Boots
A spouse's guide to stepping up and standing tall during deployment
Jacey Eckhart
Personal Finance for Everyone
COMING HOME
What to expect, how to deal when you return from combat
talk, listen, connect

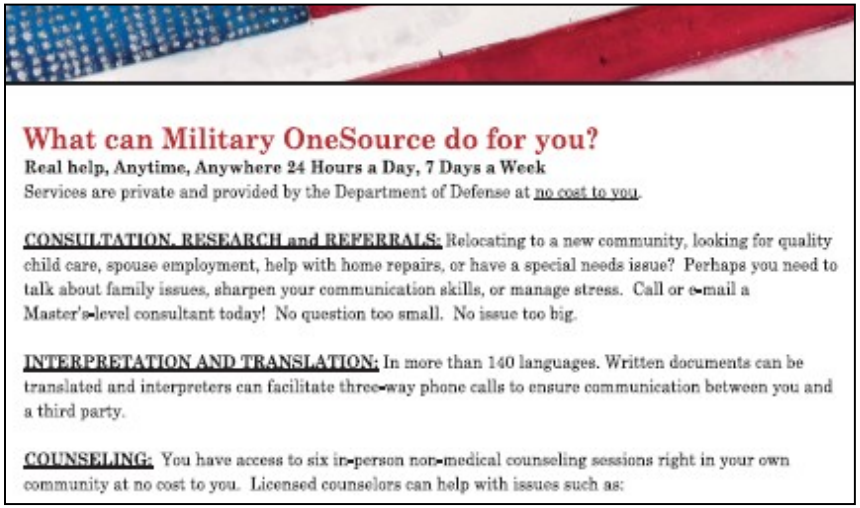
- Varied topics
- Varied formats
  - Articles
  - Booklets
  - Audio
- Varied access to content
  - Download audio and print online
  - Order materials online for home delivery
  - Call a consultant

Promotional Materials

- Available in bulk quantities
- Order form available on www.militaryonesource.com
  - Service Provider Tools
  - Orderable Materials
- Variety of items
  - Wallet cards
  - Magnets
  - Brochures
  - Flyers


YOUR MONEY
MATTERS!
Taking Charge of Your Money CD
Learn "Balance": A three part method for getting control of your money
Figuring out your "must-have" expenses
Fitting in your wants
Saving & paying off debts
Learn how to get in control of your money - today!
To order your free CD, visit Military OneSource online:
www.militaryonesource.com
Or call anytime!
Stateside: 1-800-342-9647
Overseas: access code, 800-3429-6477
Collect from outside the US: 484-530-5908
For active duty, Guard & Reserve, and families




What can Military OneSource do for you?
Real help, Anytime, Anywhere 24 Hours a Day, 7 Days a Week
Services are private and provided by the Department of Defense at no cost to you.
CONSULTATION, RESEARCH and REFERRALS: Relocating to a new community, looking for quality child care, spouse employment, help with home repairs, or have a special needs issue? Perhaps you need to talk about family issues, sharpen your communication skills, or manage stress. Call or e-mail a Master's-level consultant today! No question too small. No issue too big.
INTERPRETATION AND TRANSLATION: In more than 140 languages. Written documents can be translated and interpreters can facilitate three-way phone calls to ensure communication between you and a third party.
COUNSELING: You have access to six in-person non-medical counseling sessions right in your own community at no cost to you. Licensed counselors can help with issues such as:

Commitment to Quality

- Ease of access to Military OneSource
- Phones are answered live… *24 hours a day, 7 days a week, 365 days a year*
- Follow-up as mutually agreed upon
- Customer satisfaction surveys
- Customer recovery

Call or visit online!

- United States: 1-800-342-9647
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  Access codes can be found online
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  Contact an international operator first
- www.militaryonesource.com